

**Abstract**

A contact relating to a communication being processed  
in a contact centre (such as for example a voice call,  
5 video call or chat session) is allocated a unique  
identifier. A web page is accessible to the remote  
customer involved in the communication. On entering  
the unique identifier in the web page the user is  
provided with a customised page including information  
10 regarding the status of the contact (such as for  
example queue position, queue skillset, and expected  
wait time) and the user can select options in this page  
to influence the processing of the contact by the  
contact centre, such as by switching queues, requesting  
15 a specific agent to handle the contact or terminating  
the contact and substituting an email or a callback  
request.

(Fig. 3)